

<b>CITY OF THE COLONY</b> Status: Non-exempt Supervised By: Head Gate Clerk	<b>P/T GATE CLERK</b>	<b>PARKS &amp; RECREATION DEPARTMENT</b> Revised: 04/2015
<b>JOB SUMMARY</b>		
Under the supervision of the Aquatics Manager, the Gate Clerk provides excellent customer service to guests of the Aquatic Park. This position operates the Aquatic Park's Front Guest Entrance, and is responsible for the accuracy of daily attendance and financial records during Public Swim and Class registration. They also assist instructors with record keeping, and guests with private party rentals.		
<b>ESSENTIAL DUTIES AND RESPONSIBILITIES</b>		
<ol style="list-style-type: none"> <li>1. Provides excellent customer service by responding promptly to guest requests and needs.</li> <li>2. Conducts telephone, computer and counter sales of all programs and rentals.</li> <li>3. Prepares accurate receipts, deposits, and written reports on a timely basis.</li> <li>4. Assists with organization, safety and appearance of facility entrances, restrooms and office.</li> <li>5. Assists with special event activities and promotions at the facility.</li> <li>6. Maintains complete knowledge of programs and activities.</li> <li>7. Assists with general office work.</li> <li>8. Maintains positive role at the facility.</li> <li>9. Adheres to Admission Gate staff hours and Public Swim Admission Rules.</li> <li>10. Informs Head Gate Clerk when supplies or repairs are needed.</li> <li>11. Administers emergency care when needed.</li> <li>12. Communicate effectively and courteously with guests, vendors, customers, and staff in writing, via the Internet, &amp; by phone.</li> <li>13. Ability to cope with large crowds and noise levels.</li> <li>14. Ability to stand or sit for extended periods of time in extreme temperatures.</li> <li>15. Ability to work extended days or flexible hours including evenings and weekends.</li> <li>16. Ability to push, pull, lift, drag, or carry up to 40 pounds of supplies or equipment.</li> <li>17. May be required to perform other department duties as assigned.</li> </ol>		
<b>KNOWLEDGE, SKILLS, AND ABILITIES</b>		
Type 35 w.p.m.; operate a calculator; and have knowledge of various software applications (Word 2000, Excel). Ability to learn RecTrac computer applications. Accurately handle money and compile detailed information in reporting format. Must set positive leadership role, display sound judgment, and ability to be flexible. Able to make on the spot, quick decisions to insure safety of all users of the pool areas.		
<b>EDUCATION, EXPERIENCE AND CERTIFICATION</b>		
Current First Aid and CPR certifications; High School diploma or GED. Must pass a criminal background check if 18 years old or older.		
<b>CERTIFICATION</b>		
Employee Signature:	Date Signed:	
Immediate Supervisor and/or Department Head:	Date Signed:	